Quality and Safety Committee

Patient Safety Guideline Implementation

Presented to the

Health Care Quality and Cost Council

May 16, 2012

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Massachusetts Health Care Quality and Cost Council

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Today's Presentation

- Objectives
  - Overview / History
  - Review/Approve Manual
  - Discuss Rollout Plan
    - Obtain input from Council
    - Review list of Professional Associations/Organizations

History

- Developed by Quality and Safety Committee, most recently under leadership of Dr. Karen Boudreau

- Proposed as voluntary program, simple enough to carry out in any size or type of setting

- Strategy – outreach through professional associations

- Input from many parties over several years:
  - MA Coalition, Betsy Lehman Center, IHI, MMS, Health Care for All, GIC, BORM, BCBSMA, DPH, and others

- Interviews with several professional associations to comment on strategy – well received

- First drafts of manual

- Rollout Plan

Patient Safety Guideline - text

- Titled: "Guideline for Patient Safety Programs in All Healthcare Settings"

  - *Shifting focus from a "Manual" to "Guidelines"*

- NOT a mandate

- Version 1.0 – *intended to be a "living document"*

- Present for discussion with small groups (6-8) of professional associations representatives

- Will discover different issues in more specialized or smaller settings

- Initial branding/graphics included, still in process

- Text – request final approval

Guideline for Patient Safety Programs in All Healthcare Settings

- Foundation of Patient Safety

  - Systems

  - Culture

- Elements of a Patient Safety Program

  - Leadership for safety

  - Point person for safety

  - Continual process improvement

  - When something goes wrong

  - Learn from patients and families

- Getting Started… then Maintaining a Program

Patient Safety Program - Rollout

- Rollout Plan focused on near term – to operate through Quality and Safety Committee Acting Chair and members, with HCQCC staff support

- Anticipate support from organizations on the Quality and Safety Committee who assisted in development

    - MA Coalition for Prevention of Medical Errors

    - Mass Medical Society

    - MA Board of Registration in Medicine

- Outreach/meetings with state agencies (see attached list)

- Outreach/meetings with small groups of professional associations (see attached list)

- Consider Cover Letters of Endorsement

    - Templated with EOHHS, partner organizations CEO

Development and Rollout Plan through 2013

Month	Task
Jan 2011 – April 2012	• Develop initial guide " Guideline for Patient Safety Program in all Healthcare Settings" • Develop rollout process • Define list of state agencies for outreach • Define full list of professional organizations and associations
May 16 2012	• Quality and Safety Committee complete draft document, present for approval • Present rollout process for HCQCC comment
May 2012 – December 2012	• Post document on HCQCC website • Quality and Safety Committee engage Professional Organizations and Associations through a series of small meetings; get input for strategy • Develop cover letter for EOHHS Secretary; with professional associations, develop draft cover letter language for endorsement • Quality and Safety Committee collects comments, additional resources, providers update to HCQCC • Professional Organizations and Associations begin outreach to engage their memberships
January 2013- May 2013	• Professional organizations continue to offer education, feedback and tools to their members on best practices and lessons learned • Professional organizations and Quality and Safety Committee, with HCQCC, develop a survey tool to be used in fall of 2013
June 2013- December 2013	• Quality and Safety Committee outreach to professional associations to conduct survey

Rollout Plan – 2014 and beyond

Month	Task
January 2014 – March 2014	• Professional organizations report back best practices and lessons learned in aggregate to Committee. • Results reviewed by professional organizations and committee and consideration be given to having the HCQCC post progress on its administrative website
January 2014 - December 2014	• Professional organizations continue to offer education, feedback and tools to their members on best practices and lessons learned • Outreach to patients/consumers about patient safety programs in all settings • Data collection using surveys in fall 2014
January 2015	• Reporting in aggregate by the Professional organizations and associations to the on progress in settings based on Year 1 of the survey data
March 2015	• Review of results and consideration by the committee and professional organizations regarding HCQCC posting progress on its administrative website

Questions / Discussion

- Approve Text

- Discussion on Rollout